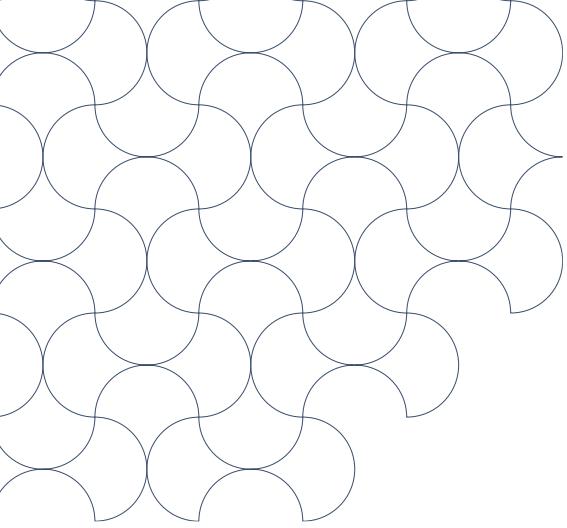


SATISH HALGI

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Toronto ON
226-899-2310



IT Service Desk / Technical Support Analyst with 8 years of progressive experience supporting enterprise users across Microsoft 365, Azure/Entra ID, Active Directory, and endpoint management. Proven ability to orchestrate large-scale migrations and streamline onboarding through automation tools like Autopilot and Intune. Strong communicator with a consistent record of improving support quality, documentation, and first-contact resolution.

TECHNICAL SKILLS

- Identity & Cloud: Active Directory, Entra ID, Microsoft 365/Azure, AWS, MFA.
- Endpoint Management: Microsoft Intune, SCCM, JAMF, KACE SMA, MDT, WDS, Autopilot.
- Security & Networking: Qualys, Rapid7, SIEM, BitLocker, Wireshark, Cloudflare, SonicWall, Cisco, DHCP, DNS.
- Tools & Operations: ServiceNow, JIRA, NICE-in-Contact (CCaaS), Hyper-V, Knowledge Base Management.

EDUCATION & CERTIFICATIONS

Bachelor of Commerce
Sunrise University

WEBSITES, PORTFOLIOS, PROFILES

- <https://satishhal.github.io/symmetrical-invention/>
- <https://linkedin.com/in/satish-hal>

PROFESSIONAL EXPERIENCE

IT SUPPORT / SERVICE DESK ANALYST

Ontario Lottery and Gaming Corporation (OLG) | Toronto, ON

JUL 2024 - FEB 2025

- Provided enterprise-level technical support to 500+ end users, resolving hardware, software, and network issues via phone and email with a 95% satisfaction rating.
- Diagnosed and troubleshooted Windows 10/11, Microsoft 365, and VPN connectivity problems (Cisco AnyConnect, Citrix, GlobalProtect), achieving an average ticket resolution time of 2 hours.
- Managed ticketing systems (ServiceNow / JIRA) to track, prioritize, and escalate technical issues while ensuring strict SLA compliance.
- Performed user account management in Active Directory and Entra ID, including password resets, MFA troubleshooting, and new employee onboarding setup.

IT TECHNICAL SUPPORT ANALYST

Sears IT & Management Services | Hyderabad, India

FEB 2019 - MAR 2023

- Delivered Tier 2 support for multi-site enterprise users across Windows 10/11 and macOS.
- Leveraged KACE SMA, MDT, and PowerShell for streamlined patch management and automated software deployment.
- Administered Active Directory provisioning, group management, and access permissions for enterprise users.
- Maintained and updated IT documentation including knowledge base articles and standard operating procedures to improve team efficiency.

TECHNICAL SUPPORT SPECIALIST

- Served as frontline support for enterprise applications, operating systems, and user access environments.
- Managed high-volume ticket queues while maintaining strong service quality and customer satisfaction.

EDUCATION & CERTIFICATIONS

- Technical Support Fundamentals & AWS Cloud Technical Essentials
- System Administration & IT Infrastructure
- Certified Scrum Master & Six Sigma Yellow Belt

KEY PROJECTS

Implement Intune Conditional Access & Endpoint Security, Designed and implemented Intune policies to secure devices, enforce compliance, and streamline access to corporate resources., Configured Microsoft Entra ID security groups and Conditional Access policies to ensure only authorized, compliant devices could access cloud applications.